

# Minutes



## Repairs & Maintenance Forum 6.30pm Tuesday 27<sup>th</sup> April 2010 Board Room, Hounds Gate

**PRESENT:** *Nottingham City Homes Representation*  
Gary Whitaker, Chris Raynor, Kate Watret, Simon Temporal, Sharon Walters (mins)

*Tenant & Leaseholder Representation*  
Maria Hemphill (Chair), Jacinth Hall (Vice Chair), Marina Lafond, Elisabeth Tiso, Lillian Bird, John Riley, Ruth Haywood, Gary Court, Roy Lawson, Linford Stevens, Clive Thorpe, Alison Thorpe, Sue Stevenson, Cheryll Karmody, Jenny Grant, Elizabeth Tiso

**APOLOGIES:** Kate Bowley, Mark Watson, Ruby Heath, Sheila Thwaites, Ian Perry, Robert Morrell, Phil England, Jean England, Ennis Peck, Margaret Pugsley.

1.0 Attendance & Apologies	<u>Action</u>
Apologies were noted.	
<p><b>Homes 4 Us - Presentation</b></p> <p>Members of the Homes 4 Us Forum delivered a presentation they had produced which identified how the Forum intends to improve housing services for the disabled customers, Tenants and their Carers. The same presentation promoting the Homes 4 Us Forum will be delivered to Staff, partners and other tenants. <b>Presentation to be sent out with the minutes.</b></p> <p>In response to a question, Chris Raynor indicated that operatives are trained in customer care, both at induction for new starters and through a rolling programme. He also stated that where customer profile information is not available, operatives will be leaving the Company profile form with customers for them to complete and return.</p> <p>Gary Whitaker suggested that a Project Manager from Property Services would attend future Homes 4 Us meetings.</p>	<p><b>SW</b></p> <p><b>GW</b></p>

Forum members also raised their concerns in relation to young carers being evident when operatives were attending to complete works.

**Note**

## **2.0 Minutes of last meeting and Matters Arising**

### **2.1 Item 3.3**

Issues were raised by the Vice Chair regarding Composite Doors not being suitable for wheel chairs. Chris Raynor indicated that different threshold strips could be fitted if wheelchair access was required when installing a Composite Doors. Forum members stated they were aware of this process being delivered through the Decent Homes Programme.

**Note**

### **2.2 Item 3.4**

Chris Raynor confirmed that Fire Safety risk assessments were being completed on the High Rise blocks. If fire doors inspected are identified as failing they will be replaced with composite fire doors.

### **2.3 Item 3.5**

Chris Raynor stated that the door replacement procedure indicated that in the case of emergency / urgent replacement situations a timber VPP door would be installed. Any door identified as being in need of replacement, but not as an emergency, would have composite doors ordered and installed. Due to health and safety / fire implications and need for egress, the option of boarding up whilst waiting for replacement Composite Doors will not be given.

### **2.4 Item 3.7**

Chris Raynor indicated that the current composite doors being installed did not have a fire rating, but doors from the same supplier which have fire ratings could be ordered for use in specific circumstances. CR also indicated that the supplier had stated that the doors will not "melt" in case of fire.

These were agreed as a true and accurate record.

## **3.0 Forward Plan Item – Tenant Re-Charges**

**3.1** Simon Temporal delivered a presentation to the Forum in relation to Tenant re-charges. Simon indicated that Operatives can in certain circumstances determine/identify whether a repair is due to intentional damage and report as such through the procedure. However in certain other circumstances it is difficult to determine this.

**3.2 Question** - Tenant compensation – What happens if a person has made alterations and left the property in a good or improved condition? Simon stated that unfortunately no compensation can be awarded in such cases as tenants may have installed non standard fittings or units which could cause problems when completing future repair requirements. It was also stated that permission for any alterations to the property and its internal fittings should be gained prior to completing any work through the appropriate channels.

- 3.3** Concern was raised over £150k shortfall in recording / recovering debt. Simon indicated that this was a NCC function and did not fall within NCH's responsibility. It was suggested that NCH could take over the whole process and enable better control of re-charges to be gained. Forum members agreed and supported the proposal that NCH pursued the option / possibility of the collection of recharge debt instead of NCC.
- 3.4** **Question** – How are re-charges processed when damage has been caused by domestic violence. Simon indicated that each case was looked at individually.
- 3.5** It was suggested that the Chair and Vice Chair meet with other Forum Chairs to go through in more detail and get support.

**Chair**

<b>4.0</b>	<b>Forward Plan Item – Service Standards</b>
------------	--

- 4.1** Chris Raynor explained that within the Repairs Contract there were 2 service standards which had been submitted as part of the Repairs Tender submission process within the Method Statements. Chris indicated that the Method Statements had been recently reviewed by members of the Forum and thanked their involvement in this process. It was also proposed to put forward Service Standards for all other services delivered through the Contract, such as Gas and Planned Maintenance. **CR will draft together and bring to the future meeting.**
- 4.2** Concern was raised over Gas Service Engineers not checking burglar alarms – **Chris Raynor to follow up.**

**CR**

**CR**

<b>5.0</b>	<b>2010/11 / Budgets</b>
------------	--------------------------

- 5.1** Deferred to next meeting.

<b>6.0</b>	<b>Any Other Business</b>
------------	---------------------------

**6.1** **Call Standard / Complaints**

Kate Watret talked to the Forum about the current process relating to appointment letters for responsive repairs and asked if customers would prefer another way of receiving their appointment confirmation, as well as texts message, phone call, letter i.e. e-mail?

The group debated other options and suggested that customers be asked whether they would prefer a text or letter. The group also suggested that the tenant profile information could be useful as some may still prefer letters in preference to other methods.

Kate Watret also asked what customers wanted from the Repairs Call Centre and what element of the service was important to them? It was agreed to set up a session to look at call standards. **It was also agreed that a date for this to occur would be arranged, and all members invited to attend.**

**KW**

Kate Watret distributed repair complaints data previously requested and was also asked to **provide feedback from the information asked at the Homes 4 Us Forum from Sally Haywood.**

**KW**

**6.3** Meeting closed at 7.50pm.

<b>7.0</b>	<b>Date of next meeting</b>
------------	-----------------------------

**7.1** 6.30pm Tuesday 25<sup>th</sup> May 2010, Boardroom, 14 Hounds Gate  
(6.00pm Repairs Clinic, outside the Boardroom)

Forum Chair..... Date: .....

NCH Officer ..... Date .....